PROMISE
TECHNOLOGY, INC.

Promise Technology

Services

Version 1.2

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Contents

Services Overview

Promise Services (PS) ™ is an optional "at cost" service offered to all new and current Promise VTrak product line customers. The Services provided are new installations, Data Migration, upgrades and other services on existing installations, etc. The total cost of this service includes the interview, implementation, and potential travel expenses accrued when traveling to and from customer site. [1]The cost of service is accrued at a daily rate quoted separately.

The PS function is divided into two key phases – the Interview phase and the Implementation phase. Both phases are described in detail below.

Interview Phase Overview

This phase consists of a mandatory Interview day, with one Promise Sales manager and one Promise Services engineer after which an SOW (Statement of Work) can be defined. There is an optional 2nd day to complete any carry over or additional item(s) not discussed during the initial meeting. The scope of this phase is listed below and a reference Statement of Work (SOW) document can be found in Appendix A.

The goals of this Service are to set the proper expectations by reviewing the overall Promise implementation process with the Customer, ensure proper configuration, site readiness, and prepare the Customer for the Service. Implementation planning provides information to the Customer on the technical and environmental requirements for the solution and reviews the series of events that will occur prior to the on-site implementation. Also included in this Service are confirming implementation dates, highlighting stringent dependencies on complete Customer site readiness, and validating product delivery dates to meet the planned implementation schedule.

Scope

1. On-site Interview

        a. Analyze existing data storage infrastructure at the customer site.
        b. Review and obtain the site technical requirement with the customer.
        c. Understand customer's requirement and expectation.
        c. Propose a valid configuration and implementation process to achieve customer's requirement.
        d. List out all items that customer has to perform prior to on-site implementation.

2. Readiness Review

        a. Review the sequence of implementation events with the Customer.

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[1] Services SKU, VTXSVC7CXG. Subject to Appendix A, Section 8, E, Travel Expense Reimbursement, to DIR Contract No. DIR-TSO-2719

b. Conference call(s) with the Customer to review documentation to ensure understanding of the scope of Service to be provided and overall site readiness prior to implementation.
c. Send the required documents to the Customer for signoff approval.

3. Host conference call with the Customer with an emphasis on the following:

a. Review the implementation steps to ensure the Customer understands the scope of the Services Promise will perform.
b. Review and document any tasks or responsibilities that the Customer has agreed to, with emphasis on implementation delays if the Customer's commitments have not been completed.
c. Perform a review of all equipment that will be part of this implementation, including new and existing (Customer owned) hardware, software and peripherals (including racks and power equipment).
d. Ensure the Customer understands the required power sources (including voltages and receptacle types), network infrastructure, equipment and HVAC requirements and that they will be properly installed prior to the implementation.
e. Collect the technical configuration information required for the implementation using the Configuration Checklist template in Appendix D of the example Statement of Work (attached). Explain any items that are unclear to ensure the Customer understands the information needed. Any configuration information the Customer does not have readily available during the teleconference must be provided by the Customer prior to finalizing the actual implementation date.
f. Confirm that all new hardware has been received and is located in close proximity to the installation site.

4. Scheduling of all the appropriate Promise resources necessary for this implementation.

5. Perform project completion activities, including Customer acceptance signoff sheet.

This Service includes a one-day (8 business hours) Interview by a Promise engineer at the customer site for the purpose of examining the actual implementation environment and suggesting the best configuration to be deployed. Additional hours of continuing the on-site Interview will be charged at an additional cost.

This Service will be provided during the hours of 8:00am to 5:00pm, Customer local time, Monday through Friday, excluding holidays, unless other arrangement have been made through the Promise sales team and/or the project manager (i.e., Change Control Restrictions, Maintenance Window).

Customer's Responsibilities

- The customer must participate in the overall planning and Interview process and be present during the implementation phase.
- Provide all reasonably required configuration detail to Promise prior to the actual implementation.
- Ensure reasonable site readiness including environmental and electric power type/availability, in accordance with the requirements provided by Promise[2].

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[2] Refer to Appendix C for a sample worksheet.

- Refer to Appendix C example Statement of Work (attached) for a sample Configuration Checklist outlining recommendations including power and space requirements.

Statement of Work

To the extent allowable by Contract DIR-TSO-2719, a Statement of Work (SOW) will be drafted during the Interview phase. This document will provide an outline of the tasks involved to implement the VTrak solution. During this phase a site survey will be conducted, the configuration will be determined from a hardware and data services perspective. Storage Area Network (SAN) integration will be discussed to validate the configuration. Promise and the customer must agree on the tasks listed on the SOW prior to moving forward to the Installation phase.

Refer to Appendix A for a statement of work template. A sample checklist used during the Interview process is shown in Appendix C. The basic flow is shown in Figure 1 below.
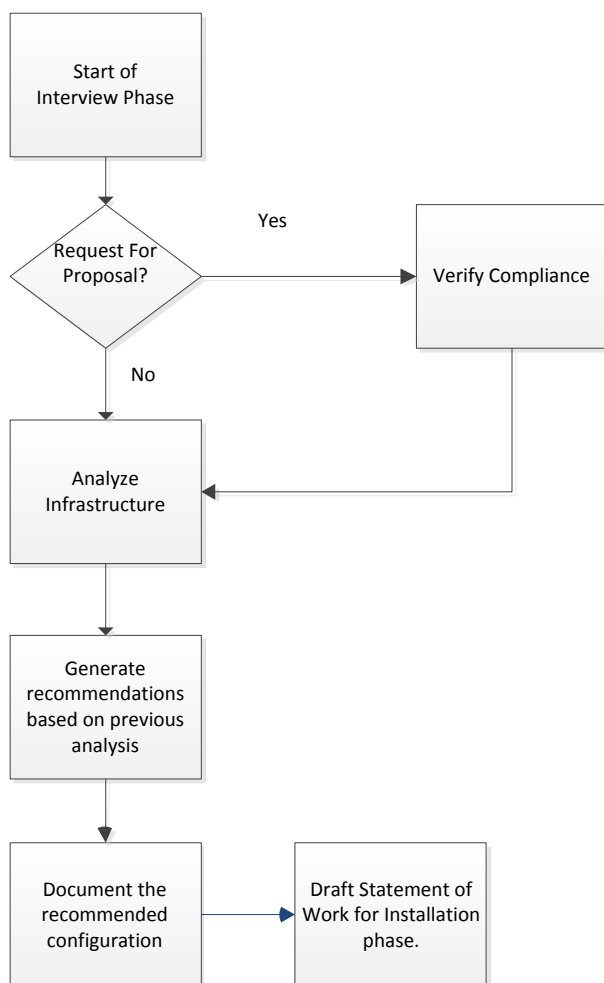

Figure 1 PS Interview flow

Implementation Phase Overview

The implementation service follows the Interview phase of the Services process as outlined in the previous section and requires minimum one (1) day of Service purchased. This service is delivered by the designated Promise Service team(s) as agreed by the parties as outlined and agreed by written authorization in The Statement of Work (Appendix A). At the conclusion of this Service, Promise will conduct a brief product orientation session and provide a configuration guide documenting the implementation. Reference figure 2 for Implementation Phase flow.

Scope

Readiness Review:

Implementation of a Promise Storage Solution

1. To the extent allowable by Contract DIR-TSO-2719, ensure that the Customer reviews, accepts, and abides by the terms and conditions of this Service as described in the SOW for this phase in Appendix B.
2. Review the site environmental and technical readiness requirements.
3. Review and confirm any product ship/arrival dates, maintenance windows, and any outstanding dependencies that may impact the solution.

Installation:

1. Review and obtain the site technical requirements with the Customer as defined previously during the Interview phase.
2. Verify that the existing environment meets the minimum hardware and software requirements.
3. Implement design based on the Customer's hardware and software configuration as set out in the Interview phase.

Post Implementation Orientation:

1. Conduct a brief product orientation session and review the associated documentation. This overview does not replace any available Promise product training courses for this product.

Project Closeout:

1. Provide documentation to Customer to reflect the Services performed.
2. Obtain Customer acknowledgement of the Service performed in the final acceptance checklist
3. Customer has seven (7) business day priority support after completion of installation.

Refer to Appendix C for final acceptance checklist.

Implementation(s) that may occur at multiple physical locations will require additional coordination and billed accordingly. Contact Promise sales representative to arrange for implementations required at multiple physical locations.

This Service includes a minimum of one (1) day, consisting of eight (8) business hours a day required for hardware or software configuration by Promise Services team, accompanied by a customer technical representative. Additional time needed to complete the on-site installation will be charged at an additional cost. Promise will make a very best effort attempt to complete the tasks defined in the SOW within the agreed upon service window. In the event that the service time is to be extended, the services will resume during the hours of 8:00am to 6:00pm, local time, Monday through Friday, excluding holidays, unless other arrangements have been made through the Promise sales team and/or the project manager(s).
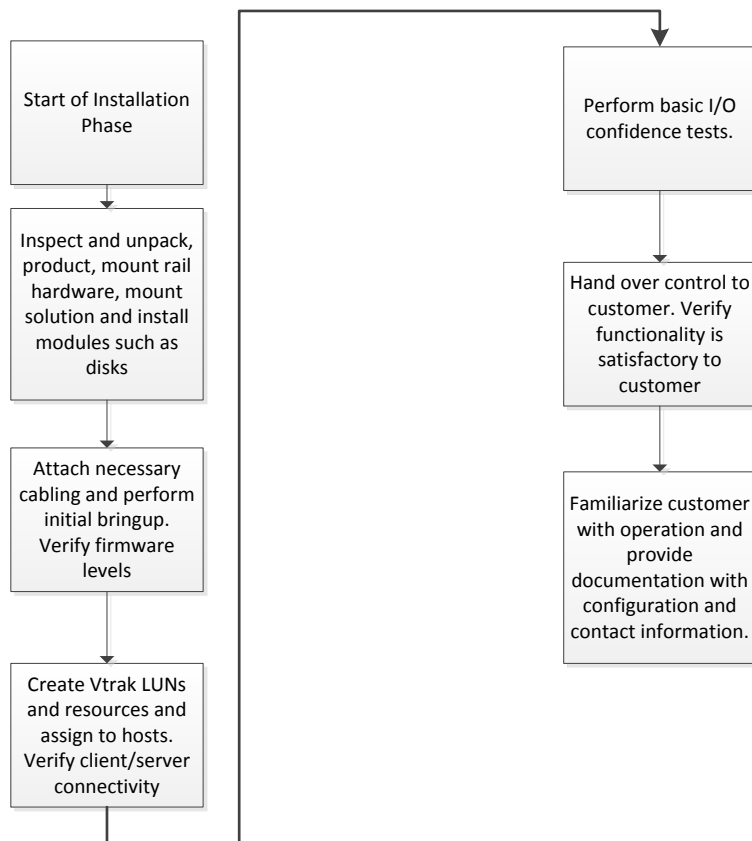
Figure 2 Installation Phase flow

Customer's Responsibilities

- Complete a backup of all existing data and programs on all affected systems prior to the delivery of this Service.
- Restoration and verification of data to the new hardware.
- Place the storage product in the immediate area of the rack or server into which it will be installed.
- Ensure that the required power outlets are installed and functional.
- Provide for any Power Distribution Units ("PDU"s), as required for the proper power cabling of all the devices being installed.
- Dispose of the packing material and other debris.

Tasks not included in the Service

- De-installation or re-installation of neither product(s) nor application(s) or any activity not specifically mentioned in the SOW.
- Infrastructure work including, but not limited to: electrical, HVAC, network or facilities infrastructure.
- Multiple configuration implementations at the same or different physical sites.
- Clustering; clustering service can be purchased in conjunction with this Service for an additional fee.
- Installation of any other hardware or software not specifically mentioned in the service description or SOW.

5

- Installation of any product into an unsupported configuration.
- Installation of any non-qualified hardware into Promise's Data Storage Appliance configuration.
- Installation or configuration of third party software, such as (but not limited to) VMware, Operating System cluster services, applications.
- Any activities other than those specifically noted in this Service Description or SOW.

Cancellation Policy

Cancellation or termination of this Agreement will be in accordance with DIR Contract No. DIR-TSO-2719.

CRM User and Product registration

A record of the installation will be set up along with all electronic documentation pertaining to the site – https://support.Promise.com.

PROMISE® TECHNOLOGY, INC.

<Customer>

Statement of Work

Version 1.0 Sample

<Date>

Presented by:

<Preparer>

Time and materials

Client name	
Client's administrator	
Project name	
Engagement duration	
Begin date	
End date	

Schedule of rates

[Include fixed-rate costs for items such as equipment and hourly rates for employee time and service.]

Item description	Delivery schedule (Business days)	Cost (estimate)

Payment terms

Phase	Completion date	Payments due

Statement of work

Assumptions

[List any general assumptions regarding the project. Provide details about who will provide what materials, services, and information.]

Change management process

[Describe how to handle any changes to the project scope listed in the SOW. Detail how the changes will be addressed and implemented and how the associated costs will be handled.]

Engagement related expenses

[Detail how all expenses that incur as a cost of doing business for the project will be handled. Explain who will be responsible for what expenses.]

Services agreement

[Detail the general terms and conditions for services provided to your client. To the extent allowable by Contract DIR-TSO-2719, include who owns the product once the project is complete and how maintenance or upgrades will be handled and billed in the future.]

Acceptance and Authorization

[Use the following format to create a signature page that confirms agreement of the products and services to be delivered, when, how, and for what price. Be sure to include any legal language as required by your company's legal representative. Get signatures of the client administrator, the Statement of Work author, and any other parties who are responsible for the SOW.]

The terms and conditions of DIR Contract No. DIR-TSO-2719 and the **Services Agreement** apply in full to the services and products provided under this Statement of Work. In the event of a conflict in terms, the terms of DIR Contract No. DIR-TSO-2719 will be controlling.

IN WITNESS WHEREOF, the parties hereto each acting with proper authority have executed this Statement of Work, under seal.

[Client name]   [Services provider name]

_____   _____
Full name   Full name

_____   _____
Title   Title

_____   _____
Signature   Signature

_____   _____
Date   Date

Services Rendered Acceptance

This Agreement is to acknowledge that services were rendered and executed satisfactorily without defect, or incident, by Promise Services as defined in Contract DIR-TSO-2719 and this Statement Of Work. Moving forward, any issues, or incident will be triaged, and attended to by Promise Technical Support.

IN WITNESS WHEREOF, the parties hereto each acting with proper authority have successfully executed this Statement of Work to completion, under seal.

[Client name]   [Services provider name]

_____   _____
Full name   Full name

_____   _____
Title   Title

_____   _____
Signature   Signature

_____   _____
Date   Date

11

Services Rendered Acceptance

Appendix B

Statement of Work template Example

1.   Install the VTRAK product(s):
    a. Unpack and inspect all hardware prior to installation.
    b. Mount any necessary rack related hardware into the Promise-supported rack.
    c. If needed, remove any modules (such as power supplies and drives) to reduce the overall weight.
    d. Mount the VTRAK product into the rack/rails.
    e. Reinstall any modules that were removed.
    f. Install Customer-provided PDU(s) onto the rack, as needed to provide power to the VTRAK product.
    g. Install and route all power and interconnected cables to the VTRAK product.
    h. Attach any management ports to the Customer-provided network drops.
    i. Power on the product and verify basic functionality ensuring that there are no fault indicators.

2.   Configure the VTRAK host server, as set forth in the Design section above:
    a. Validate that the host firmware and software are at the approved versions.
    b. Ensure that the pre-installed HBAs firmware and drivers are fully functional.

3.   Configure the storage, as set forth in the Design section above:
    a. Install and activate VTRAK software license keys.
    b. Create RAID groups.
    c. Create LUNs.
    d. Create storage groups.
    e. Assign LUNs to the hosts.

4. Document and deliver final configuration.

Deliverables

1. Verify RFP compliance if applicable
2. Infrastructure Analysis
    a. Verify operating environment - rack space, power and cooling requirements.
    b. Verify compatibility of existing hardware
    c. Verify existing F/C switch port count and type meets the solution's requirements.
    d. Determine IP address range (iSCSI)
    e. Determine capacity requirements
3. Documentation
    a. Document existing configuration and new configuration in Visio format
    b. Document configuration as it relates to storage resources and associated capacity points
    c. Document required data services and associated resources

Appendix C

Sample Interview configuration checklist

Configuration Information Template				
Company Name	ABC Ltd.		Date	January 8th 2010
Business type	Financial			
Business Location	New York			
What other competitive solution do they use or carry?	Currently using XYZ Storage			
Why is there interest in S3000?	Customer feels that the S3000 is a much more effective solution, in terms of functionality and performance			
Recommended SKU	10G iSCSI/SAS			
HA deployment	Yes			
Eval Configuration to be deployed	Equipment	Quantity		
S3000 Type	10G iSCSI/SAS	2		
VTrak E-Class type	E610sD	2		
VTrak J-Class type	J610sD	4		
Drives Type	SAS	96		
Switches Type	Ethernet	None Required		
Client OS	Windows			
	VMWare			
	Linux			
Application(s)	Oracle on Linux			
	Exchange and MSSQL on Windows			
	Various VMs			
Server Virtualization				
Currently using Server VM, which one?	VMWare			
Any plan to migrate to VM, which one?	Hyper-V	when?	9-12 months	
		when?		
		when?		
When will the deployment be?		Mid February 2010		
Rack requirements	2 U for the S3000 systems and 18U for the Vtrak storage, requirement are 20 U of contiguous space			
Power Requirements	Power requirements are 2 x 700W for the S3000s and 6 x 600W for the Vtrak systems giving a total of 5000W			
Comments	The customer is a prestigious end user that has a requirement for a robust H/A configuration. The S3000 was recommended to him by another user from a different company. They plan to deploy a H/A configuration with snapshot and mirroring. After 1 to 2 years they plan to look at replication. Initial requirement will be for 72 TB of RAID 6 storage, environmental requirements are met by the existing configuration. The existing storage and the S3000 deployment will run in parallel for one month, after this all applications will be run from the S3000 and the old storage will be removed.			
Professional Servcies Engineer	Alan Johnson			

Configuration / Customer Details / Configuration Drawing

Appendix D

VTrak Product Specific installation outline

This service is sold as an option to all VTrak product implementation(s) and is delivered by the designated Promise Service team(s) as set forth more specifically in this Service Description. "Typical" Data Storage Appliance solutions are defined as solutions that are installed at a single physical site location.

Specifically the installation covers:

1. Installation at a single site
2. Installation of one to many VTrak product(s) in an HA or non H/A environment
3. Server licensing.
4. Installation of one VTrak E610 RAID systems
5. Installation of one VTrak expansion enclosure.
6. Configuration of logical drives and resources
7. Integration of storage resources with SAN clients
8. Configuration of associated data services
9. Basic product orientation and familiarization
10. Signoff acceptance sheet complete with service and configuration documentation

To the extent allowable by Contract DIR-TSO-2719, installation requirements outside of this range may require further cost and time uplifts and will be addressed on an individual basis.